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Follow Up action in Macro Collecting Feedback

- Frank Yann
- **Forum name:** #Feature Request

We found a good feature you could add to save time on repetitive tasks. Allow follow-ups to be included in a macro. Right now a follow up can run a macro but it would be great if a macro could include a follow-up.

Comments (3)

Jeroen van der Steen

pred 5 rokmi

This would be great. I very often find myself setting the same follow-ups (like setting the status to Awaiting Agent again if no reply was received after e.g. 1 week, so that I can ask the customer for an update). This takes a considerable amount of clicks.

Brad Templeton

pred 4 rokmi

We often have to create users account with 3rd party vendors and we are using follow ups to trigger an action. Right now it a manual process but the macro will allow us to use the product more efficiently.

Mark Edwards

pred 4 rokmi

I also find myself setting the same follow-ups (like setting the status to Awaiting Agent again if no reply was received after e.g. 1 week) so I would like to up-vote this feature request of making the follow-up process quicker and easier.